



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

DOCUMENT SERVICES COORDINATOR

Class No. 002417

■ CLASSIFICATION PURPOSE

To plan, organize, and direct the operations involved in digitizing a department's documents and images for efficiency and savings including the department's records retention operations and Records Management Program; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

The Document Services Coordinator is responsible for activities involved in the centralized digital capture, quality control, management, rendering distribution, and assurance of documents and images for a department. This includes the development and implementation of policies, standards, and procedures for departmental Enterprise Content Management (ECM) Systems.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Determines staffing levels, workflow patterns, equipment, and material needs for the document management system
2. Supervises and directs the workflow of subordinate staff within the unit to provide timely and quality services to departmental staff/clients.
3. Establishes and ensures compliance with internal policies and procedures pertaining to documents, records, and images retention.
4. Conducts studies and oversees project management for projects implementing document management system tools utilizing project management methodologies, risk assessment, reengineering, workflow assessment, budget and resource management.
5. Develops and/or reviews and approves requests for proposals for outside capturing and destruction services.
6. Liaisons with Countywide and/or Departmental Network and IT Systems staff to allocate appropriate disk storage space in LAN infrastructure requirements to ensure volume of documents/records are maintainable per schedules.
7. Reviews document management system for accuracy and opportunities for enhancement.
8. Establishes training methods for efficient and safe use of capture station equipment and shredders.
9. Determines equipment needs.
10. Collects and prepares statistical data and reports.
11. Reviews purchase requests for needs assessment, cost benefits and product capabilities.
12. Makes oral presentations of findings to departments, committees, or outside special interest groups.
13. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Federal and state regulations concerning retention of government records.

- County records management program requirements.
- Principles and techniques of personnel management and supervision.
- Methods and techniques of project management.
- Principles of workflow design,
- Technology and information systems as they relate to ECM and document management.
- Scanning, copying, and rendering equipment.
- Laws, regulations, and rules pertaining to safety.
- Purchasing procedures.
- Budget preparation.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

Skills and Abilities:

- Analyze information, issues, conditions, policies, and procedures to solve problems and recommend operational improvements.
- Manage workflow in a production environment.
- Exercise independent judgment and initiative.
- Coordinate resources and provide services within budget and time parameters.
- Effectively supervise the activities of others.
- Effectively communicate orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is:

Five (5) years of experience in ECM (enterprise content management) or document management, three (3) years of which must have been in a supervisory role with responsibility for document services, including supervising subordinate staff, preparing an operational budget, and establishing work standards.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: November 24, 1995
Reviewed: Spring 2003
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